

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("____") and language being deleted with strikethrough ("—"), as is applicable:

1. (Currently Amended) A method for providing customer support to a peripheral device user, comprising the steps of:

receiving a request from a user to contact a customer support representative with a customer support unit integrated with a peripheral device that is one of a printer, photocopier, facsimile machine, scanner, digital sender, or multifunction peripheral;

establishing a communications link between the customer support representative and the user with the customer support unit;

transmitting audio and video communications between the customer support representative and the user while the user is at the peripheral device via the customer support unit; and

presenting status and settings information from the peripheral device to the customer support representative while the audio and video transmission ~~communications link~~ is active to enable the customer support representative to consult the user as to how the user can correct a problem with the peripheral device.

2-5. (Cancelled)

6. (Previously Presented) The method of claim 1, further comprising the step of permitting the customer support representative to change settings of the

peripheral device while the communications link is active so that the user can confirm that the problem has been corrected before breaking contact with the customer service representative.

7-14. (Cancelled)

15. (Previously presented) A system for providing customer support to a user of a peripheral device, comprising:

a web server module of the peripheral device that is adapted to collect information as to the status and settings of the peripheral device and generate web pages containing the status and setting information;

a customer support unit that is adapted to be integrated with and electrically connected to the peripheral device, the customer support unit comprising a speaker and a display that are adapted to present audio and video data of a customer support representative to the user and a microphone and video camera that are adapted to capture audio and video data of the user, the customer support unit being configured to receive a request from a user to contact a customer support representative and establish a communication link between the user and the customer support representative; and

network interface devices that are adapted to transmit and receive communications between the user and the customer service representative across a network;

wherein the user can communicate with the customer support representative via the customer support unit while the customer support representative reviews the status and settings information of the peripheral device that the customer support

representative obtained from a web page generated by the web server module, such that the support representative can provide a recommendation to the user via the customer support unit based on the obtained status and settings information.

16. (Cancelled)

17. (Original) The system of claim 15, wherein the network interface devices include a modem adapted for transmitting and receiving communications across the Internet.

18. (Cancelled)

19. (Original) The system of claim 15, further comprising a communications module that is adapted to facilitate communications between the system and a customer support representative.

20. (Previously presented) A printer, comprising:

a web server module that is adapted to collect information as to the status and settings of the printer and to generate web pages containing the status and settings information;

a speaker configured to present audio data of a customer support representative to a user;

a display configured to present video data of the customer support representative to a user;

a microphone configured to capture audio data of the user; and

a video camera configured to capture video data of the user;

wherein the user can communicate with the customer support representative using the speaker, display, microphone, and video camera while the customer support representative reviews the status and settings information of the peripheral device that the customer support representative obtained from a web page generated by the web server module, such that the support representative can provide a recommendation to the user based on the obtained status and settings information.

21. (Currently Amended) A method for providing customer support to a peripheral device user, comprising:

receiving a customer support request from a peripheral device user input by the user into the peripheral device that is one of a printer, photocopier, facsimile machine, scanner, digital sender, or multifunction peripheral;

establishing a communications link between a customer support representative and the user with a customer support unit that is integrated with the peripheral device in response to the received support request;

providing configuration information about the peripheral device to the customer support representative while the communications link is active, the information being provided directly by the peripheral device;

transmitting communications of the customer support representative to the user while the user is at the peripheral device via the customer support unit; and

transmitting communications of the user to the customer support representative while the user is at the peripheral device via the customer support unit;
and

permitting the customer support representative to change a setting on the peripheral device remotely while the communications link is active.

22. (Previously presented) The method of claim 21, wherein transmitting communications comprises transmitting audio and video data.

23. (Previously presented) The method of claim 21, wherein providing configuration information comprises posting the configuration information to a web page using an embedded web server of the peripheral device.

24. (Cancelled)

25. (Previously Presented) A peripheral device, comprising:

a scanner;

an embedded web server configured to collect and post peripheral device configuration information; and

a customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative, the customer support unit including a microphone that collects voice data of the user, a speaker that emits voice data of the representative, and network interface devices that enable transmission of the data between the user and the representative.

26. (Previously presented) The device of claim 25, wherein the embedded web server is configured to receive remote commands transmitted by the representative to change settings on the peripheral device.

27. (Previously presented) The device of claim 25, wherein the customer support unit further comprises a camera that collects video data of the user.

28. (Previously presented) The device of claim 25, wherein the customer support unit further comprises a display that displays video data of the representative.